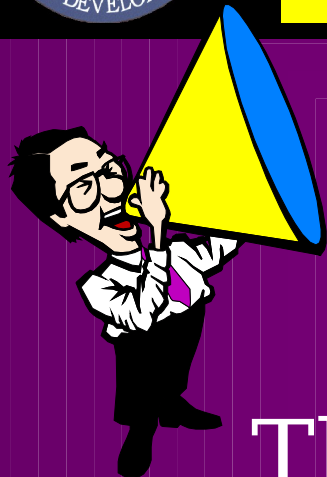




Counselin g Methods



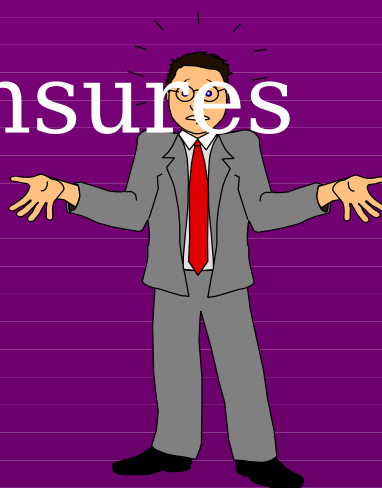
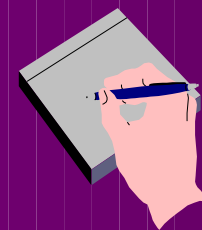
THREE-STEP COMMUNICATION PROCESS



The sender transmits a message

The listener decodes the message

The sender ensures the receiver



correctly

understands

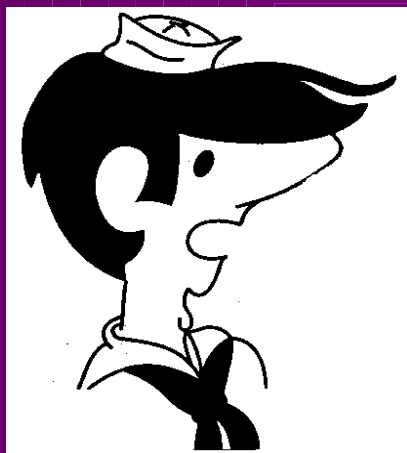


Barriers to Effective Communication

- Lack of common core experience
- Overuse of abstractions (slang, acronyms)
- Environmental factors



Elements of effective communication



Voice

Gestures
es



VEGA



Eye
contact

Attitude
e





Active listening

- The hardest aspect of listening is that it takes time.
- Ensure you remain neutral during the session.
- Empathy is the key.



Tricks to keep the

concentration level up

- Don't pre-load your guns.
Uncover / discover the facts
- Maintain eye contact and watch
body language
- Seek reinforcement while
speaking



Procedures for preparing a counseling session

- Office space
- Self (Do your research)
- Scheduling



Four Phase Counseling Model

- **Opening** - Establish rapport by greeting the member and introduce yourself.
- **Probing** - Gather facts from the member regarding goals and interests
- **Evaluation** - Review the responses and ensure a mutual understanding exists
- **Closing** - decision was reached, member fully understands and is satisfied



Required Interviews

All previously required interviews were replaced by Career Development Board

EXCEPT



Required Interviews

- Pre-retirement / separation interview
- Counsel the Sailor no later than 180 days prior to transferring to the Fleet Reserve or Retirement.
- Active duty complete DD 2648



TAP CLASS

- Ensure member is afforded the opportunity to attend TAP
- Separation 12 months
- Fleet Reserve/Retirement 24 months



Importance of follow-up after a counseling session

- Increases efficiency by renewing member's interest in their goal(s)
- Ensure member is on track: not experiencing problems or barriers to reaching goal
- Increases counselor's credibility



Any Questions on

Counseling Methods

